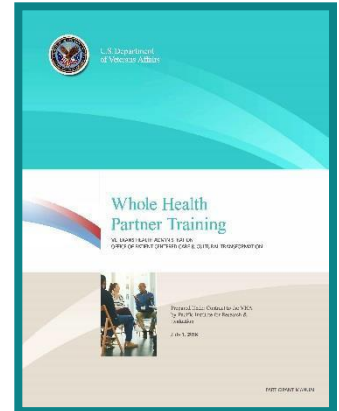


# Whole Health Partner Training

## What is the Whole Health Partner Training?

Whole Health Partner Training is a two-day course designed to train Whole Health Partners in several roles in order to promote and support fellow Veterans in effective utilization of the Whole Health (WH) Pathway. The WH Pathway allows Veterans to learn about Whole Health, and engage in furthering their health and well-being based on their own mission, aspiration or purpose (MAP). Whole Health Partners may include volunteers, Peer Support Specialists, and community Veterans interested in supporting other Veterans in their WH Journey.



*(Note: attending either the Taking Charge of My Life and Health (TCMLH) Facilitator training or the Whole Health Coaching (WHC) training is a prerequisite for this training.)*

## What are Whole Health Partners trained to do?

Utilizing **PARTNERS** as an acronym, WH Partners will train to:

- P**romote the utilization of WH Pathways for fellow Veterans
- A**ccompany/welcome Veterans to the Whole Health Journey
- R**ecruit Veterans to engage in the WH Pathway/Well-being offerings
- T**rain/facilitate the *Taking Charge of My Life and Health Course*
- N**avigate Veterans through the WH Journey
- E**ncourage fellow Veterans as they engage in their WH Journey
- R**ole Model by participating in their own WH Journey
- S**upport fellow-Veterans as they engage in their WH Journey

## What are the benefits of this program?

### For Whole Health Partners being trained:

- Whole Health Partners are given the opportunity to support fellow-Veterans in their WH Journeys
- Whole Health Partners are provided opportunities to enhance their own health
- Whole Health Partners learn a variety of roles and skills that may assist them in other areas of their lives

### For Veterans supported by Whole Health Partners

- Veterans are given support in developing a plan of action for their lives and health based on what really matters them
- Veterans are supported on their WH Journey and with their Personalized Health Plans
- Veterans have a partner that can help them learn about and navigate the WH offerings at their respective locations

### For the VHA Center:

- Clinical staff have additional support to assist Veterans in the utilization of WH Pathways and Well-Being offerings.
- Center can fully implement a Pathways Program at their location

## Who should apply?

- Veterans, including volunteers, interested in assisting other Veterans
- Veterans who are able to respect the unique journeys of other Veterans
- Veterans who can effectively and respectfully communicate with other Veterans
- Veterans interested in promoting health, including their own
- Facility Whole Health Partners / Peer Support Specialists
- Clinical Staff, WH Program Managers or other staff who may be providing mentoring and supervision for the Whole Health Partners

# Whole Health Partner Training - Agenda

Day 1 - Times			Topic / Title
7:30 AM	-	8:00 AM	<b>Participant Registration and Sign In</b>
8:00 AM	-	8:25 AM	Welcome and Overview of the Course
8:25 AM	-	8:55 AM	Participant Introductions
8:55 AM	-	9:05 AM	Community Agreements
9:05 AM	-	9:25 AM	What is a Whole Health (WH) Partner?
9:25 AM		9:55 AM	What is the WH Pathway in the Context of the WH System?
9:55 AM	-	10:10 AM	<b>Break</b>
10:10 AM	-	10:40 AM	Mindful Awareness Review and Practice
10:40 AM	-	11:30 AM	Learning How to Introduce a Veteran to the WH System
11:30 AM	-	12:30 PM	<b>Lunch</b>
12:30 PM	-	2:00 PM	Identifying Stakeholders and Recruitment Strategies
2:00 PM	-	2:25 PM	<b>Movement Break / Break</b>
2:25 PM	-	3:35 PM	Engaging Veterans in the Use of the PHI
3:35 PM	-	3:50 PM	Resources Available to Veterans (part 1) and Passport
3:50 PM	-	4:00 PM	Q and A and Day 1 Feedback
4:00 PM			<b>Adjourn</b>

Day 2 - Times			Topic / Title
7:30 AM	-	8:00 AM	<b>Participant Registration and Sign In</b>
8:00 AM	-	8:30 AM	Overview of the Day and Mindful Awareness
8:30 AM	-	9:15 AM	Resources Discussion (part 2)
9:15 AM	-	10:00 AM	Developing Your Elevator Talk
10:00 AM	-	10:15 AM	<b>Break</b>
10:15 AM	-	11:00 AM	Becoming Familiar with Online Resources ( <b>Site Presentations</b> )
11:00 AM	-	12:00 PM	Following Up with Veterans on their PHP
12:00 PM	-	1:00 PM	<b>Lunch</b>
1:00 PM	-	1:30 PM	Limits of the Partner Role
1:30 PM	-	1:45 PM	Documenting Veteran Contacts / Interactions
1:45 PM	-	2:30 PM	Practice of Informal WH Introductions
2:30 PM	-	2:45 PM	<b>Break</b>
2:45 PM	-	2:55 PM	2nd Draft of Elevator Talk
2:55 PM	-	3:35 PM	Strategy Planning for Implementing Partner Program
3:35 PM	-	4:00 PM	Q & A, Closing Circle and Final Feedback
4:00 PM			<b>Adjourn</b>

# OPCC&CT Faculty Bios

ANDREA YOUNG, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 3



Andrea Young joined the OPCC&CT in 2018 as a Field Implementation Team (FIT) Consultant, supporting the patient centered care transformational efforts in facilities in VISN 5.

Andrea came to the office from the James E. Van Zandt VA Medical Center, a level 3, VAMC in Altoona, Pennsylvania which serves 26,000 Veterans in 14 rural counties in Western Pennsylvania. Since May 2009, Andrea served as the Chief, Stakeholder Relations, managing Public Affairs, Voluntary Service, Patient Advocate, My HealtheVet, and Outreach programs and serving as the VAMC's Whole Health point of contact. Andrea is a registered Yoga teacher and founder of Bloom Yoga & Wellness, the first studio committed to yoga and meditation in her community. She came to VA with 20 plus years in the private sector, having served as Public Relations Director for what is now one of the largest behavioral health companies in Pennsylvania. She holds a Bachelor's Degree in Journalism and Public Relations, and has had extensive training in yoga, meditation, mindfulness and Reiki. Andrea is enrolled in an International Coaching Federation (ICF) Accredited Family Recovery Life Coaching program. Andrea works virtually from Altoona, Pennsylvania and can be reached at [Andrea.Young@va.gov](mailto:Andrea.Young@va.gov).

DAVID HUFFMAN, MS, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 1



Mr. David Huffman serves as a Field Implementation Team Partner and Consultant within Region 1 of the Office of Patient Centered Care and Cultural Transformation (OPCC&CT). He joined OPCC&CT in May of 2014. David brings over 34 years of experience in VA healthcare operations gained in a variety of positions

including Associate Medical Center Director, Facility Planner, Compliance Officer, Chief of Environmental Management Service, and Administrative Officer to the Medical Center Director and Chief of Specialty Care Service Line. He is a qualified instructor/facilitator for many employee development programs including Myers Briggs Type Inventory and The Coaching Clinic. He holds a Bachelor of Science

degree in Biology from Mars Hill University and a Master of Science degree in Environmental Health from East Tennessee State University.

**DONALD DEATON, LCSW, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 2**



Mr. Donald Deaton is a field-based implementation team consultant based in Little Rock, Arkansas. Don is responsible for acting as a culture change agent providing leadership in the planning, coordination and implementation of patient-centered care. Don is a Louisiana Licensed Clinical Social Worker. Following earning a Master Degree in the Science of Social Work from the University of Tennessee, he has been employed by the Department of Veterans Affairs since 1997 providing Mental Health services for both New Orleans and Little Rock Veterans. Prior to joining the OPCC&CT Don served as Suicide Prevention Coordinator and was responsible for activating the Suicide Prevention Program for Central Arkansas outpatient clinics. He also has had a private practice focused on divorce mediation and child custody. Don is quite honored to be a member of the Office of Patient Centered Care and Cultural Transformation and looks forward to ongoing change progressing from Diagnosis based Paradigm to Patient Centered Care for our Veterans.

**CHRISTIAN DiMERCURIO, FIELD IMPLEMENTATION TEAM (FIT) LEAD, REGION 3**



Carlo "Christian" DiMercurio, originally from Colorado Springs, Colorado works virtually from Louisville, KY. An experienced health care administrator with a Masters Degree in Business Administration, Christian serves as the Field Implementation Team (FIT) Lead for Region 3. In this role, Christian is responsible for leading a dedicated team of consultants charged with providing Whole Health System support services to VISN 5, 6, 7, 8, and 9. In addition, Christian Leads the Office of Patient Centered Care & Cultural Transformation, Veteran Outreach & Integration for Connections & Expansion (VOICE). Under his leadership, VOICE is charged with advancement and support of national, regional, and local collaborations to integrate and expand understanding of the Whole Health philosophy of care within DoD, VSOs, and other community organizations, programs, and service entities. VOICE provides guidance and information to all organizations that support Veterans and their family members. Prior to joining the VHA in 2011, Christian served 23 years in

the United States Navy, (Mustang) with dedicated service as a Hospital Corpsman and Medical Service Corps Officer. [Carlo.DiMercurio@va.gov](mailto:Carlo.DiMercurio@va.gov)

EILEEN MCCORMICK, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 1



Eileen McCormick works virtually from Cheyenne, Wyoming. Prior to accepting this position, Eileen was the Administrative Officer for the Surgical Service Program at the Eastern Colorado Health Care System in Denver. Eileen has 30 years of experience in the VA system. She began her VA career as the Chief, Recreational Therapy Service at the Hines VA Hospital in Chicago and later as the Chief, Voluntary Service at the Cheyenne VA Medical Center. Eileen completed the VISN 18 & 19 Leadership Development Institute in 2008 and the Health Systems Management Training Program in 2009 while stationed at the VA Puget Sound Health Care System. She is a National VA Voice Coach since 2014. Her personal philosophy is exemplified in this quote from the 14th Dalai Lama, “We are visitors on this planet. We are here for ninety or one hundred years at the very most. During that period we must try to do something good, something useful with our lives. If you contribute to other people’s happiness, you will find the true meaning of life” [Eileen.McCormick@va.gov](mailto:Eileen.McCormick@va.gov)

JAMILA MIAH, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 4



Jamila Miah, LCSW joins us virtually from Montrose, NY. Prior to accepting this position Jamila was the Veterans Justice Outreach Coordinator at VA Hudson Valley Health Care System, and partnered with the legal system in developing Veterans Courts. Her VA career began 10 years ago as a Clinical Social Worker on acute inpatient psychiatry. Jamila has a Master’s Degree in Social Work, Post-Masters Certification in Advance Clinical Practice and completed 48 credits towards PhD in Clinical Social Work. “I am very excited to be a part of developing VHA’s own brand of Patient Centered Care and Cultural Transformation.” [Jamila.Miah@va.gov](mailto:Jamila.Miah@va.gov)



## MEERA HALLOWAY-PAULINO, FIELD IMPLEMENTATION TEAM (FIT) CONSULTANT, REGION 2



Mera Halloway-Paulino is the Region 2 FIT Partner located in Houston, Texas. Mera comes from a multicultural background, having been raised in Sierra Leone, West Africa. She moved to New York at the age of 10 and calls New York home. Mera received her MSSW from Columbia University School of Social work where she concentrated on Children and Families. Mera has worked with VHA for over 10 years, starting her career on the Post-traumatic Residential Program at the VA Hudson Valley HCS in NY. Mera has also served as the HUD-VASH Coordinator for the Hudson valley HCS during the early implementation of the program at that facility. Most recently, Mera was the Health Behavior Coordinator at the Michael E DeBakey VAMC where she was instrumental in forming and implementing a Veteran's Advisory Council in primary care. She was also instrumental in introducing the CREW training to the PACT Teamlets. During her tenure as the Health Behavior Coordinator at the Michael E. DeBakey VAMC, Mera trained over 90% of PACT Teamlets in patient-centered forms of communication. Her passion is veteran advocacy, and creating an environment and practice in all facilities that is healing and provides a sense of safety to all veterans and their families who will walk through those doors.

[Mera.Halloway-Paulino@va.gov](mailto:Mera.Halloway-Paulino@va.gov)

## TIMOTHY DOHERTY, LCSW SENIOR CONSULTANT FOR DEPLOYMENT & IMPLEMENTATION



As a Senior Consultant for Deployment and Implementation with the VA Office of Patient Centered Care & Cultural Transformation, Tim works at the national level to develop and disseminate programs, trainings and innovative resources to support the Whole Health cultural transformation taking place within VA. During his 24 years with the VA, he's been honored to serve Veterans as a Field Implementation Team Consultant, Clinical Social Worker and Health System Specialist. He is a graduate of the Leadership Development Institute and the VHA Flow Academy and has served as a Federal Workplace Mediator and Ethics Consultation Coordinator. Tim received a BA in Psychology from Clemson University and a Masters in Social Work from Florida State University. He resides in North Carolina with his wife and two children and can be reached at [Timothy.Doherty1@va.gov](mailto:Timothy.Doherty1@va.gov).

## Office of Patient Centered Care and Cultural Transformation

The Whole Health program was created in partnership with the Office of Patient Centered Care and Cultural Transformation, under the leadership of Dr. Tracy Gaudet, and Pacific Institute for Research and Evaluation.

Website: <https://www.va.gov/patientcenteredcare/>



### **Mission**

Catalyze and sustain cultural transformation in healthcare for and with our Veterans

### **Vision**

To transform from a problem based disease care system to a Patient centered health care system



